



**FCC Summary Log
For
VRS Relay Service Reports
June 1, 2013 to May 31, 2014**

Number of Complaints received from June 1, 2013 to May 31, 2014

June '13	July '13	Aug '13	Sept '13	Oct '13	Nov '13	Dec '13	Jan '14	Feb '14	Mar '14	Apr '14	May '14
38	40	58	56	66	64	36	46	73	80	77	85

The total Number of Complaints for this reporting period was 719. Complaints are followed up and resolved in a timely manner. Summary Log on following pages.



Summary Log Legend

Legend	
Case Number	Tracking number in Purple's Customer Relationship Management Tool
Opened Date	Date customer called Purple Customer Care to file complaint
Summary description	<p>Summarizes type of complaint</p> <ul style="list-style-type: none"> 1) VI Complaint– Call Procedure <ul style="list-style-type: none"> └ Example: Not following “do not announce” feature └ Example: Not processing VCO correctly 2) VI Complaint- Professional Skills <ul style="list-style-type: none"> └ Example: Looking away from video screen 3) VI Complaint - Interpreter Skill <ul style="list-style-type: none"> └ Example: American Sign Language skills not clear 4) Service Complaint – VRS hold time
Closed date	Date the case was closed
Explanation of resolution	Steps taken to rectify complaint

Case Number	Opened Date	Category Item	Closed Date	Explanation of Resolution
00346486	6/3/2013	Service Complaint - VRS Hold Time	6/3/2013	Complaint documented, acknowledged, and sent to Ops for review.
00346663	6/4/2013	VI Complaint - Professional Skills	6/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00346747	6/4/2013	Service Complaint - VRS Hold Time	10/14/2013	Complaint documented, acknowledged, and sent to Ops for review.
00346873	6/5/2013	VI Complaint - Professional Skills	6/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00346958	6/5/2013	VI Complaint - Professional Skills	6/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00347100	6/5/2013	VI Complaint - Call Procedure	6/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00347651	6/6/2013	VI Complaint - Professional Skills	6/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00347853	6/7/2013	VI Complaint - Professional Skills	6/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00348558	6/10/2013	VI Complaint - Professional Skills	6/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00348310	6/10/2013	VI Complaint - Call Procedure	6/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00348528	6/10/2013	VI Complaint - Call Procedure	6/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00348540	6/10/2013	VI Complaint - Call Procedure	6/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00348517	6/10/2013	Service Complaint - VRS Hold Time	6/11/2013	Complaint documented, acknowledged, and sent to Ops for review.
00348904	6/11/2013	VI Complaint - Professional Skills	6/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00348910	6/11/2013	VI Complaint - Interpreter Skills	7/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00349240	6/12/2013	VI Complaint - Professional Skills	6/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00349395	6/12/2013	VI Complaint - Professional Skills	6/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00349390	6/12/2013	VI Complaint - Professional Skills	6/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00349527	6/12/2013	VI Complaint - Professional Skills	6/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00349416	6/12/2013	VI Complaint - Call Procedure	6/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00350938	6/17/2013	VI Complaint - Call Procedure	6/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00350905	6/17/2013	VI Complaint - Interpreter Skills	6/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00351567	6/18/2013	Service Complaint - VRS Hold Time	6/21/2013	Complaint documented, acknowledged, and sent to Ops for review.
00352160	6/19/2013	VI Complaint - Call Procedure	6/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00352805	6/20/2013	VI Complaint - Call Procedure	6/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00353165	6/20/2013	VI Complaint - Call Procedure	6/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00353583	6/21/2013	VI Complaint - Call Procedure	6/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00354266	6/24/2013	VI Complaint - Professional Skills	6/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00355488	6/26/2013	VI Complaint - Professional Skills	7/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00355500	6/26/2013	VI Complaint - Call Procedure	7/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00355042	6/26/2013	VI Complaint - Interpreter Skills	6/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00355236	6/26/2013	VI Complaint - Interpreter Skills	6/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00355367	6/26/2013	Service Complaint - VRS Hold Time	10/14/2013	Complaint documented, acknowledged, and sent to Ops for review.
00355878	6/27/2013	VI Complaint - Professional Skills	7/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00355794	6/27/2013	VI Complaint - Interpreter Skills	6/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00356391	6/28/2013	VI Complaint - Professional Skills	7/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00356467	6/28/2013	VI Complaint - Professional Skills	7/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00356563	6/29/2013	VI Complaint - Professional Skills	7/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00356891	7/1/2013	VI Complaint - Call Procedure	7/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00357128	7/1/2013	VI Complaint - Interpreter Skills	7/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00357208	7/1/2013	Service Complaint - VRS Hold Time	7/5/2013	Complaint documented, acknowledged, and sent to Ops for review.
00357423	7/2/2013	VI Complaint - Call Procedure	7/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00357516	7/2/2013	VI Complaint - Call Procedure	7/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00357781	7/3/2013	VI Complaint - Call Procedure	7/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00357797	7/3/2013	VI Complaint - Call Procedure	7/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00358222	7/5/2013	VI Complaint - Call Procedure	7/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00358117	7/5/2013	VI Complaint - Interpreter Skills	7/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00358407	7/6/2013	VI Complaint - Professional Skills	7/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00358498	7/6/2013	VI Complaint - Professional Skills	7/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00358636	7/8/2013	VI Complaint - Professional Skills	7/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00358674	7/8/2013	VI Complaint - Interpreter Skills	7/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00359170	7/9/2013	VI Complaint - Professional Skills	7/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00359620	7/10/2013	VI Complaint - Call Procedure	7/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00360161	7/11/2013	VI Complaint - Professional Skills	7/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00360526	7/12/2013	VI Complaint - Professional Skills	7/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00360713	7/12/2013	VI Complaint - Professional Skills	7/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00360950	7/13/2013	VI Complaint - Interpreter Skills	7/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00361845	7/16/2013	VI Complaint - Professional Skills	10/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00361776	7/16/2013	VI Complaint - Call Procedure	7/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00362074	7/17/2013	VI Complaint - Professional Skills	7/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00362435	7/18/2013	VI Complaint - Professional Skills	7/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00362317	7/18/2013	VI Complaint - Call Procedure	7/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00363133	7/19/2013	VI Complaint - Interpreter Skills	7/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00363418	7/20/2013	VI Complaint - Call Procedure	7/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00363413	7/20/2013	Service Complaint - VRS Hold Time	7/23/2013	Complaint documented, acknowledged, and sent to Ops for review.
00363813	7/22/2013	VI Complaint - Professional Skills	7/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00364592	7/23/2013	VI Complaint - Call Procedure	7/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00365121	7/24/2013	VI Complaint - Professional Skills	7/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00365119	7/24/2013	VI Complaint - Call Procedure	7/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00365338	7/25/2013	VI Complaint - Professional Skills	7/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00365522	7/25/2013	VI Complaint - Call Procedure	7/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00365339	7/25/2013	VI Complaint - Interpreter Skills	7/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00365527	7/25/2013	VI Complaint - Interpreter Skills	7/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00365719	7/26/2013	VI Complaint - Professional Skills	8/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00366350	7/29/2013	VI Complaint - Professional Skills	7/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00366833	7/30/2013	VI Complaint - Professional Skills	7/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00367423	7/31/2013	VI Complaint - Call Procedure	7/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00367421	7/31/2013	VI Complaint - Call Procedure	7/31/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00368058	8/1/2013	VI Complaint - Professional Skills	8/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00368171	8/1/2013	VI Complaint - Call Procedure	8/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00367984	8/1/2013	Service Complaint - VRS Hold Time	8/1/2013	Complaint documented, acknowledged, and sent to Ops for review.
00368295	8/2/2013	VI Complaint - Call Procedure	8/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00368305	8/2/2013	VI Complaint - Interpreter Skills	8/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00368503	8/2/2013	VI Complaint - Interpreter Skills	8/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00368568	8/2/2013	Service Complaint - VRS Hold Time	8/12/2013	Complaint documented, acknowledged, and sent to Ops for review.
00368728	8/3/2013	VI Complaint - Professional Skills	8/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00368650	8/3/2013	VI Complaint - Call Procedure	8/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00368702	8/3/2013	VI Complaint - Interpreter Skills	8/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00369112	8/5/2013	VI Complaint - Professional Skills	8/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00369180	8/5/2013	VI Complaint - Call Procedure	8/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00370654	8/7/2013	VI Complaint - Professional Skills	8/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00370345	8/7/2013	VI Complaint - Interpreter Skills	8/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00370969	8/8/2013	VI Complaint - Professional Skills	8/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00370877	8/8/2013	VI Complaint - Call Procedure	8/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00371164	8/8/2013	VI Complaint - Call Procedure	8/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00371021	8/8/2013	VI Complaint - Interpreter Skills	8/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00371321	8/9/2013	VI Complaint - Interpreter Skills	9/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00371697	8/11/2013	VI Complaint - Professional Skills	8/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00371849	8/12/2013	VI Complaint - Call Procedure	8/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00372220	8/13/2013	VI Complaint - Professional Skills	8/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00372568	8/13/2013	VI Complaint - Professional Skills	8/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00372163	8/13/2013	VI Complaint - Call Procedure	8/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00372540	8/13/2013	VI Complaint - Call Procedure	8/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00372834	8/14/2013	VI Complaint - Call Procedure	8/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00372842	8/14/2013	VI Complaint - Call Procedure	8/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00372891	8/14/2013	VI Complaint - Call Procedure	8/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00372895	8/14/2013	VI Complaint - Call Procedure	8/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00373336	8/15/2013	VI Complaint - Interpreter Skills	8/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00373831	8/16/2013	VI Complaint - Professional Skills	8/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00373626	8/16/2013	VI Complaint - Call Procedure	8/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00373889	8/17/2013	VI Complaint - Professional Skills	8/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00374835	8/19/2013	VI Complaint - Professional Skills	8/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00374553	8/19/2013	VI Complaint - Call Procedure	8/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00375069	8/20/2013	VI Complaint - Professional Skills	8/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00375132	8/20/2013	VI Complaint - Professional Skills	8/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00375197	8/20/2013	VI Complaint - Professional Skills	8/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00375870	8/21/2013	VI Complaint - Professional Skills	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00375686	8/21/2013	VI Complaint - Interpreter Skills	8/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00376110	8/22/2013	VI Complaint - Professional Skills	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00376536	8/23/2013	VI Complaint - Professional Skills	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00376617	8/23/2013	VI Complaint - Call Procedure	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00376776	8/24/2013	VI Complaint - Call Procedure	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00376908	8/26/2013	VI Complaint - Professional Skills	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00377295	8/26/2013	VI Complaint - Professional Skills	8/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00376959	8/26/2013	VI Complaint - Call Procedure	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00377001	8/26/2013	VI Complaint - Call Procedure	8/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00377078	8/26/2013	VI Complaint - Call Procedure	8/26/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00377569	8/27/2013	VI Complaint - Interpreter Skills	8/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00377833	8/28/2013	VI Complaint - Professional Skills	8/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00377834	8/28/2013	VI Complaint - Professional Skills	8/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00377784	8/28/2013	VI Complaint - Call Procedure	8/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00378095	8/28/2013	VI Complaint - Call Procedure	9/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00378081	8/28/2013	VI Complaint - Interpreter Skills	9/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00378166	8/29/2013	VI Complaint - Interpreter Skills	8/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00378317	8/29/2013	Service Complaint - VRS Hold Time	9/5/2013	Complaint documented, acknowledged, and sent to Ops for review.
00378585	8/30/2013	VI Complaint - Professional Skills	9/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379167	9/3/2013	VI Complaint - Professional Skills	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379453	9/3/2013	VI Complaint - Professional Skills	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379000	9/3/2013	VI Complaint - Call Procedure	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379221	9/3/2013	VI Complaint - Call Procedure	9/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379316	9/3/2013	VI Complaint - Call Procedure	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379296	9/3/2013	VI Complaint - Interpreter Skills	10/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379923	9/5/2013	VI Complaint - Professional Skills	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00380010	9/5/2013	VI Complaint - Professional Skills	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00379917	9/5/2013	VI Complaint - Call Procedure	9/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00380047	9/5/2013	VI Complaint - Call Procedure	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00380396	9/6/2013	VI Complaint - Professional Skills	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00380580	9/7/2013	VI Complaint - Professional Skills	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00380565	9/7/2013	VI Complaint - Interpreter Skills	9/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00380714	9/9/2013	VI Complaint - Call Procedure	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00381283	9/10/2013	VI Complaint - Call Procedure	9/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00381322	9/10/2013	VI Complaint - Interpreter Skills	10/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00381363	9/10/2013	Service Complaint - VRS Hold Time	9/18/2013	Complaint documented, acknowledged, and sent to Ops for review.
00381689	9/11/2013	VI Complaint - Professional Skills	9/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00381510	9/11/2013	VI Complaint - Call Procedure	9/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00381846	9/12/2013	VI Complaint - Professional Skills	10/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00381941	9/12/2013	VI Complaint - Professional Skills	9/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382030	9/12/2013	VI Complaint - Professional Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382061	9/12/2013	VI Complaint - Interpreter Skills	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382135	9/13/2013	VI Complaint - Professional Skills	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382138	9/13/2013	VI Complaint - Professional Skills	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382148	9/13/2013	VI Complaint - Professional Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382331	9/13/2013	VI Complaint - Professional Skills	10/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382162	9/13/2013	VI Complaint - Call Procedure	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382294	9/13/2013	VI Complaint - Call Procedure	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382134	9/13/2013	VI Complaint - Interpreter Skills	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382140	9/13/2013	VI Complaint - Interpreter Skills	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00382567	9/16/2013	VI Complaint - Interpreter Skills	9/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00383116	9/17/2013	VI Complaint - Interpreter Skills	9/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00383244	9/18/2013	VI Complaint - Call Procedure	9/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00383346	9/18/2013	VI Complaint - Call Procedure	9/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00383906	9/20/2013	VI Complaint - Professional Skills	9/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00383923	9/20/2013	VI Complaint - Interpreter Skills	9/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384036	9/20/2013	VI Complaint - Interpreter Skills	10/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384096	9/20/2013	VI Complaint - Interpreter Skills	9/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384136	9/21/2013	VI Complaint - Professional Skills	9/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384145	9/21/2013	VI Complaint - Call Procedure	9/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384387	9/23/2013	VI Complaint - Professional Skills	10/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384539	9/23/2013	VI Complaint - Professional Skills	10/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384512	9/23/2013	VI Complaint - Professional Skills	9/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384748	9/24/2013	VI Complaint - Professional Skills	9/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00384719	9/24/2013	VI Complaint - Call Procedure	10/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00385856	9/27/2013	VI Complaint - Professional Skills	9/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00385925	9/27/2013	VI Complaint - Professional Skills	9/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00385929	9/27/2013	VI Complaint - Professional Skills	9/27/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00386108	9/27/2013	VI Complaint - Interpreter Skills	10/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386182	9/28/2013	VI Complaint - Professional Skills	10/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386222	9/28/2013	VI Complaint - Interpreter Skills	10/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386247	9/29/2013	VI Complaint - Professional Skills	10/1/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386582	9/30/2013	VI Complaint - Professional Skills	10/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386436	9/30/2013	VI Complaint - Interpreter Skills	10/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386586	9/30/2013	VI Complaint - Interpreter Skills	10/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386752	10/1/2013	VI Complaint - Professional Skills	10/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386976	10/1/2013	VI Complaint - Professional Skills	10/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386980	10/1/2013	VI Complaint - Professional Skills	10/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00386722	10/1/2013	VI Complaint - Call Procedure	10/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00387392	10/3/2013	VI Complaint - Professional Skills	10/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00387647	10/3/2013	VI Complaint - Professional Skills	10/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00387801	10/4/2013	VI Complaint - Professional Skills	10/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00387930	10/4/2013	VI Complaint - Interpreter Skills	10/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00388224	10/7/2013	VI Complaint - Professional Skills	10/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00388475	10/7/2013	VI Complaint - Professional Skills	10/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00388142	10/7/2013	VI Complaint - Call Procedure	11/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00388144	10/7/2013	VI Complaint - Interpreter Skills	10/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00388705	10/8/2013	VI Complaint - Call Procedure	10/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00388748	10/8/2013	VI Complaint - Call Procedure	10/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00388882	10/9/2013	VI Complaint - Professional Skills	10/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389136	10/9/2013	VI Complaint - Interpreter Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389135	10/9/2013	VI Complaint - Interpreter Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389139	10/9/2013	VI Complaint - Interpreter Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389144	10/9/2013	VI Complaint - Interpreter Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389152	10/9/2013	VI Complaint - Interpreter Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389298	10/10/2013	VI Complaint - Professional Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389467	10/10/2013	VI Complaint - Professional Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389469	10/10/2013	VI Complaint - Professional Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389383	10/10/2013	VI Complaint - Call Procedure	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389488	10/10/2013	VI Complaint - Call Procedure	10/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389376	10/10/2013	VI Complaint - Interpreter Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389377	10/10/2013	VI Complaint - Interpreter Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00389761	10/11/2013	VI Complaint - Professional Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389779	10/11/2013	VI Complaint - Call Procedure	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00390410	10/14/2013	VI Complaint - Professional Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00389934	10/14/2013	VI Complaint - Interpreter Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00390221	10/14/2013	VI Complaint - Interpreter Skills	10/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00390230	10/14/2013	VI Complaint - Interpreter Skills	10/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00390549	10/14/2013	VI Complaint - Interpreter Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00390910	10/15/2013	VI Complaint - Professional Skills	10/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00390975	10/15/2013	VI Complaint - Call Procedure	10/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00391524	10/16/2013	VI Complaint - Call Procedure	10/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00391654	10/17/2013	VI Complaint - Call Procedure	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00391911	10/18/2013	VI Complaint - Interpreter Skills	10/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00391912	10/18/2013	VI Complaint - Interpreter Skills	10/18/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00392294	10/19/2013	VI Complaint - Professional Skills	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00392446	10/21/2013	VI Complaint - Interpreter Skills	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00392888	10/22/2013	VI Complaint - Professional Skills	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00392974	10/22/2013	VI Complaint - Call Procedure	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00392859	10/22/2013	VI Complaint - Interpreter Skills	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00392931	10/22/2013	VI Complaint - Interpreter Skills	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393031	10/22/2013	VI Complaint - Interpreter Skills	10/23/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393228	10/23/2013	VI Complaint - Professional Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393410	10/23/2013	VI Complaint - Professional Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393315	10/23/2013	VI Complaint - Interpreter Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393610	10/24/2013	VI Complaint - Professional Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393902	10/24/2013	VI Complaint - Professional Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393711	10/24/2013	VI Complaint - Interpreter Skills	12/17/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393723	10/24/2013	VI Complaint - Interpreter Skills	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00393670	10/24/2013	Service Complaint - VRS Hold Time	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review.
00393958	10/25/2013	VI Complaint - Call Procedure	10/25/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00394281	10/26/2013	VI Complaint - Call Procedure	10/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00394499	10/28/2013	VI Complaint - Professional Skills	11/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00394613	10/28/2013	VI Complaint - Professional Skills	10/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00394688	10/28/2013	VI Complaint - Call Procedure	10/29/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00394461	10/28/2013	VI Complaint - Interpreter Skills	10/28/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00394909	10/29/2013	VI Complaint - Call Procedure	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00395093	10/29/2013	VI Complaint - Call Procedure	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00395151	10/30/2013	VI Complaint - Professional Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00395248	10/30/2013	VI Complaint - Professional Skills	10/30/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00395470	10/31/2013	VI Complaint - Interpreter Skills	11/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00395780	11/1/2013	VI Complaint - Call Procedure	11/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00395788	11/1/2013	Service Complaint - VRS Hold Time	11/11/2013	Complaint documented, acknowledged, and sent to Ops for review.
00395951	11/2/2013	VI Complaint - Professional Skills	11/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00396015	11/2/2013	Service Complaint - VRS Hold Time	12/17/2013	Complaint documented, acknowledged, and sent to Ops for review.
00396284	11/4/2013	VI Complaint - Professional Skills	11/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00396368	11/4/2013	VI Complaint - Professional Skills	11/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00396095	11/4/2013	VI Complaint - Call Procedure	11/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00396696	11/5/2013	VI Complaint - Professional Skills	11/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00396545	11/5/2013	VI Complaint - Interpreter Skills	11/8/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00396573	11/5/2013	VI Complaint - Interpreter Skills	11/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00397184	11/6/2013	VI Complaint - Professional Skills	11/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00397581	11/7/2013	VI Complaint - Professional Skills	11/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00397638	11/7/2013	VI Complaint - Professional Skills	11/7/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00397735	11/7/2013	VI Complaint - Professional Skills	11/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00397992	11/8/2013	VI Complaint - Professional Skills	11/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00397805	11/8/2013	VI Complaint - Call Procedure	11/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00397848	11/8/2013	VI Complaint - Interpreter Skills	11/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00398660	11/11/2013	VI Complaint - Call Procedure	11/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00398730	11/12/2013	VI Complaint - Professional Skills	11/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00398762	11/12/2013	VI Complaint - Professional Skills	11/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00398831	11/12/2013	VI Complaint - Professional Skills	11/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00398915	11/12/2013	VI Complaint - Professional Skills	11/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00398975	11/12/2013	VI Complaint - Professional Skills	11/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399007	11/12/2013	VI Complaint - Call Procedure	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00398956	11/12/2013	VI Complaint - Interpreter Skills	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399113	11/12/2013	VI Complaint - Interpreter Skills	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399453	11/13/2013	VI Complaint - Call Procedure	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399189	11/13/2013	VI Complaint - Interpreter Skills	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399808	11/14/2013	VI Complaint - Professional Skills	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00399488	11/14/2013	VI Complaint - Call Procedure	11/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399487	11/14/2013	VI Complaint - Call Procedure	11/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399489	11/14/2013	VI Complaint - Call Procedure	11/14/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399786	11/14/2013	VI Complaint - Call Procedure	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00399725	11/14/2013	VI Complaint - Interpreter Skills	11/15/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00400749	11/18/2013	VI Complaint - Professional Skills	11/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00400654	11/18/2013	VI Complaint - Call Procedure	11/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00400359	11/18/2013	VI Complaint - Interpreter Skills	11/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00400809	11/19/2013	VI Complaint - Call Procedure	11/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00400886	11/19/2013	VI Complaint - Call Procedure	11/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00401009	11/19/2013	VI Complaint - Call Procedure	11/19/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00401323	11/20/2013	VI Complaint - Call Procedure	11/20/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00401573	11/21/2013	VI Complaint - Professional Skills	11/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00401734	11/21/2013	VI Complaint - Professional Skills	11/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00401626	11/21/2013	VI Complaint - Call Procedure	11/21/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00401547	11/21/2013	Service Complaint - VRS Hold Time	11/21/2013	Complaint documented, acknowledged, and sent to Ops for review.
00401956	11/22/2013	VI Complaint - Professional Skills	11/22/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00402145	11/22/2013	VI Complaint - Professional Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402053	11/22/2013	VI Complaint - Interpreter Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402397	11/25/2013	VI Complaint - Professional Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402399	11/25/2013	VI Complaint - Professional Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402451	11/25/2013	VI Complaint - Professional Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402604	11/25/2013	VI Complaint - Professional Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402636	11/25/2013	VI Complaint - Call Procedure	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403083	11/26/2013	VI Complaint - Professional Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402698	11/26/2013	VI Complaint - Call Procedure	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403023	11/26/2013	VI Complaint - Call Procedure	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403086	11/26/2013	VI Complaint - Call Procedure	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00402680	11/26/2013	VI Complaint - Interpreter Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403445	11/27/2013	VI Complaint - Call Procedure	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403274	11/27/2013	VI Complaint - Interpreter Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403287	11/27/2013	VI Complaint - Interpreter Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403607	11/30/2013	VI Complaint - Professional Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403605	11/30/2013	VI Complaint - Call Procedure	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00403616	11/30/2013	VI Complaint - Interpreter Skills	12/2/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403856	12/2/2013	VI Complaint - Professional Skills	12/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00403921	12/2/2013	VI Complaint - Professional Skills	12/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404058	12/3/2013	VI Complaint - Interpreter Skills	12/3/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404429	12/4/2013	VI Complaint - Professional Skills	12/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404543	12/4/2013	VI Complaint - Professional Skills	12/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404610	12/4/2013	VI Complaint - Professional Skills	12/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404658	12/4/2013	VI Complaint - Professional Skills	12/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404418	12/4/2013	VI Complaint - Call Procedure	12/4/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404801	12/5/2013	VI Complaint - Call Procedure	12/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00404932	12/5/2013	VI Complaint - Call Procedure	12/5/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00405363	12/6/2013	VI Complaint - Professional Skills	12/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00405322	12/6/2013	VI Complaint - Call Procedure	12/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00405402	12/6/2013	VI Complaint - Call Procedure	12/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00405123	12/6/2013	VI Complaint - Interpreter Skills	12/6/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00405270	12/6/2013	Service Complaint - VRS Hold Time	12/6/2013	Complaint documented, acknowledged, and sent to Ops for review.
00405726	12/9/2013	VI Complaint - Professional Skills	12/9/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00405859	12/9/2013	VI Complaint - Call Procedure	12/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406010	12/9/2013	VI Complaint - Call Procedure	12/10/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406103	12/10/2013	VI Complaint - Interpreter Skills	12/11/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406644	12/11/2013	VI Complaint - Professional Skills	12/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406750	12/11/2013	VI Complaint - Professional Skills	12/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406488	12/11/2013	VI Complaint - Call Procedure	12/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406490	12/11/2013	VI Complaint - Call Procedure	12/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406564	12/11/2013	VI Complaint - Call Procedure	12/12/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00406540	12/11/2013	Service Complaint - VRS Hold Time	12/12/2013	Complaint documented, acknowledged, and sent to Ops for review.
00407103	12/12/2013	VI Complaint - Professional Skills	12/13/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00407110	12/12/2013	VI Complaint - Professional Skills	12/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00407290	12/13/2013	VI Complaint - Professional Skills	12/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00407298	12/13/2013	VI Complaint - Call Procedure	12/16/2013	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00407288	12/13/2013	Service Complaint - VRS Hold Time	12/16/2013	Complaint documented, acknowledged, and sent to Ops for review.
00407911	12/16/2013	VI Complaint - Call Procedure	1/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00409076	12/20/2013	VI Complaint - Interpreter Skills	1/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00409253	12/23/2013	VI Complaint - Call Procedure	1/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00409301	12/23/2013	VI Complaint - Call Procedure	1/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00409238	12/23/2013	VI Complaint - Interpreter Skills	1/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00409439	12/26/2013	VI Complaint - Interpreter Skills	1/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00410323	1/2/2014	VI Complaint - Call Procedure	1/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00410367	1/2/2014	VI Complaint - Call Procedure	1/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00410592	1/3/2014	VI Complaint - Professional Skills	1/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00410776	1/6/2014	VI Complaint - Professional Skills	1/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00410940	1/6/2014	VI Complaint - Professional Skills	1/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00411224	1/7/2014	VI Complaint - Professional Skills	1/15/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00411260	1/7/2014	VI Complaint - Call Procedure	1/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00411129	1/7/2014	VI Complaint - Interpreter Skills	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00411484	1/8/2014	VI Complaint - Professional Skills	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00411595	1/8/2014	VI Complaint - Professional Skills	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00411862	1/9/2014	VI Complaint - Professional Skills	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412073	1/9/2014	VI Complaint - Professional Skills	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412081	1/9/2014	VI Complaint - Professional Skills	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00411978	1/9/2014	VI Complaint - Call Procedure	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00412076	1/9/2014	VI Complaint - Call Procedure	1/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412365	1/10/2014	VI Complaint - Professional Skills	1/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412673	1/13/2014	VI Complaint - Professional Skills	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412548	1/13/2014	VI Complaint - Call Procedure	1/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412657	1/13/2014	VI Complaint - Call Procedure	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412690	1/13/2014	VI Complaint - Call Procedure	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412928	1/14/2014	VI Complaint - Call Procedure	1/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412953	1/14/2014	VI Complaint - Call Procedure	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412896	1/14/2014	VI Complaint - Interpreter Skills	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00412970	1/14/2014	VI Complaint - Interpreter Skills	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00413248	1/15/2014	VI Complaint - Professional Skills	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00413428	1/15/2014	VI Complaint - Professional Skills	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00414056	1/17/2014	VI Complaint - Professional Skills	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00414057	1/17/2014	VI Complaint - Professional Skills	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00414053	1/17/2014	VI Complaint - Call Procedure	1/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00414533	1/21/2014	VI Complaint - Professional Skills	1/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00414423	1/21/2014	VI Complaint - Call Procedure	1/22/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00414221	1/21/2014	VI Complaint - Interpreter Skills	1/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00414586	1/22/2014	VI Complaint - Professional Skills	1/22/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415073	1/23/2014	VI Complaint - Professional Skills	1/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415043	1/23/2014	VI Complaint - Call Procedure	1/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415053	1/23/2014	VI Complaint - Interpreter Skills	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415513	1/24/2014	VI Complaint - Professional Skills	1/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415616	1/26/2014	VI Complaint - Professional Skills	1/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415625	1/27/2014	VI Complaint - Professional Skills	2/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415634	1/27/2014	VI Complaint - Professional Skills	1/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00415953	1/28/2014	VI Complaint - Professional Skills	2/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416296	1/29/2014	VI Complaint - Call Procedure	2/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416387	1/30/2014	VI Complaint - Professional Skills	2/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416354	1/30/2014	VI Complaint - Interpreter Skills	2/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416358	1/30/2014	VI Complaint - Interpreter Skills	2/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416507	1/31/2014	VI Complaint - Professional Skills	2/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416619	2/1/2014	VI Complaint - Professional Skills	2/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416629	2/1/2014	VI Complaint - Call Procedure	2/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00416695	2/3/2014	VI Complaint - Professional Skills	2/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416736	2/3/2014	VI Complaint - Professional Skills	2/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416840	2/3/2014	VI Complaint - Professional Skills	2/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00416760	2/3/2014	VI Complaint - Interpreter Skills	2/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417232	2/4/2014	VI Complaint - Professional Skills	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417209	2/4/2014	VI Complaint - Call Procedure	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417147	2/4/2014	VI Complaint - Interpreter Skills	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417276	2/5/2014	VI Complaint - Professional Skills	2/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417279	2/5/2014	VI Complaint - Professional Skills	2/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417337	2/5/2014	VI Complaint - Professional Skills	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417445	2/5/2014	VI Complaint - Professional Skills	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417343	2/5/2014	VI Complaint - Call Procedure	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417877	2/6/2014	VI Complaint - Call Procedure	2/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417619	2/6/2014	VI Complaint - Interpreter Skills	2/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00418082	2/7/2014	VI Complaint - Professional Skills	2/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00418100	2/7/2014	VI Complaint - Professional Skills	2/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00417939	2/7/2014	VI Complaint - Call Procedure	2/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00418870	2/11/2014	VI Complaint - Professional Skills	2/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419276	2/12/2014	VI Complaint - Professional Skills	2/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419105	2/12/2014	VI Complaint - Call Procedure	2/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419422	2/13/2014	VI Complaint - Professional Skills	2/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419568	2/13/2014	VI Complaint - Professional Skills	2/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419486	2/13/2014	VI Complaint - Call Procedure	2/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419519	2/13/2014	VI Complaint - Interpreter Skills	2/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419708	2/14/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419819	2/14/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00419844	2/14/2014	VI Complaint - Interpreter Skills	2/18/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420019	2/18/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420113	2/18/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420120	2/18/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420126	2/18/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420244	2/18/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420246	2/18/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420238	2/18/2014	VI Complaint - Call Procedure	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00420013	2/18/2014	VI Complaint - Interpreter Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420242	2/18/2014	VI Complaint - Interpreter Skills	2/18/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420407	2/19/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420445	2/19/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420446	2/19/2014	VI Complaint - Professional Skills	2/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420581	2/19/2014	VI Complaint - Professional Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00420509	2/19/2014	VI Complaint - Call Procedure	2/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421039	2/20/2014	VI Complaint - Interpreter Skills	2/20/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421314	2/21/2014	VI Complaint - Professional Skills	2/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421444	2/22/2014	VI Complaint - Professional Skills	2/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421529	2/23/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421577	2/24/2014	VI Complaint - Professional Skills	2/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421553	2/24/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421749	2/24/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421852	2/24/2014	VI Complaint - Call Procedure	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421873	2/24/2014	VI Complaint - Call Procedure	2/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00421879	2/24/2014	VI Complaint - Call Procedure	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00422105	2/25/2014	VI Complaint - Professional Skills	2/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422119	2/25/2014	VI Complaint - Professional Skills	2/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422122	2/25/2014	VI Complaint - Professional Skills	2/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422135	2/25/2014	VI Complaint - Professional Skills	2/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422033	2/25/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422035	2/25/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422148	2/25/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422086	2/25/2014	VI Complaint - Call Procedure	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422136	2/25/2014	VI Complaint - Call Procedure	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422042	2/25/2014	Service Complaint - VRS Hold Time	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review.
00422646	2/26/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422770	2/26/2014	VI Complaint - Call Procedure	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422472	2/26/2014	VI Complaint - Interpreter Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422479	2/26/2014	VI Complaint - Interpreter Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423013	2/27/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423041	2/27/2014	VI Complaint - Professional Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00422913	2/27/2014	Service Complaint - VRS Hold Time	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review.

00423276	2/28/2014	VI Complaint - Call Procedure	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423236	2/28/2014	VI Complaint - Interpreter Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423260	2/28/2014	VI Complaint - Interpreter Skills	3/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423848	3/3/2014	VI Complaint - Professional Skills	3/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423934	3/3/2014	VI Complaint - Professional Skills	3/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423765	3/3/2014	VI Complaint - Call Procedure	3/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00423847	3/3/2014	VI Complaint - Call Procedure	3/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424242	3/4/2014	VI Complaint - Professional Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424174	3/4/2014	VI Complaint - Interpreter Skills	3/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424249	3/4/2014	VI Complaint - Interpreter Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424672	3/5/2014	VI Complaint - Professional Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424577	3/5/2014	VI Complaint - Call Procedure	3/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424767	3/5/2014	VI Complaint - Call Procedure	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424609	3/5/2014	VI Complaint - Interpreter Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424880	3/6/2014	VI Complaint - Professional Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424917	3/6/2014	VI Complaint - Professional Skills	3/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424935	3/6/2014	VI Complaint - Professional Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00425170	3/6/2014	VI Complaint - Professional Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00424894	3/6/2014	VI Complaint - Call Procedure	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425451	3/7/2014	VI Complaint - Professional Skills	3/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425349	3/7/2014	VI Complaint - Call Procedure	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425732	3/10/2014	VI Complaint - Professional Skills	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425755	3/10/2014	VI Complaint - Professional Skills	3/11/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425973	3/10/2014	VI Complaint - Professional Skills	3/11/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425736	3/10/2014	VI Complaint - Call Procedure	3/11/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425849	3/10/2014	VI Complaint - Call Procedure	3/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425715	3/10/2014	VI Complaint - Interpreter Skills	3/11/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00425956	3/10/2014	VI Complaint - Interpreter Skills	3/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00426505	3/11/2014	VI Complaint - Professional Skills	3/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00426603	3/12/2014	VI Complaint - Professional Skills	3/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00426892	3/12/2014	VI Complaint - Interpreter Skills	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427204	3/13/2014	VI Complaint - Professional Skills	3/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00426975	3/13/2014	VI Complaint - Professional Skills	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427004	3/13/2014	VI Complaint - Professional Skills	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00427082	3/13/2014	VI Complaint - Professional Skills	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427205	3/13/2014	VI Complaint - Professional Skills	3/17/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00426992	3/13/2014	VI Complaint - Interpreter Skills	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427292	3/14/2014	VI Complaint - Professional Skills	3/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427435	3/14/2014	VI Complaint - Professional Skills	3/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427305	3/14/2014	VI Complaint - Call Procedure	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427345	3/14/2014	VI Complaint - Call Procedure	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427534	3/14/2014	VI Complaint - Call Procedure	3/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427366	3/14/2014	VI Complaint - Interpreter Skills	3/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427481	3/14/2014	VI Complaint - Interpreter Skills	3/17/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427751	3/17/2014	VI Complaint - Call Procedure	3/18/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427720	3/17/2014	VI Complaint - Interpreter Skills	3/17/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00427899	3/17/2014	VI Complaint - Interpreter Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428224	3/18/2014	VI Complaint - Professional Skills	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428339	3/18/2014	VI Complaint - Professional Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428219	3/18/2014	VI Complaint - Call Procedure	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428348	3/18/2014	VI Complaint - Call Procedure	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00428086	3/18/2014	VI Complaint - Interpreter Skills	3/18/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428279	3/18/2014	VI Complaint - Interpreter Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428430	3/19/2014	VI Complaint - Professional Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428557	3/19/2014	VI Complaint - Professional Skills	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428560	3/19/2014	VI Complaint - Professional Skills	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428722	3/19/2014	VI Complaint - Call Procedure	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428658	3/19/2014	VI Complaint - Interpreter Skills	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00428808	3/20/2014	VI Complaint - Call Procedure	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00429331	3/21/2014	VI Complaint - Professional Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00429247	3/21/2014	VI Complaint - Interpreter Skills	3/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00429179	3/21/2014	VI Complaint - Interpreter Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00429416	3/22/2014	VI Complaint - Professional Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00429437	3/22/2014	VI Complaint - Professional Skills	3/24/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00429825	3/25/2014	VI Complaint - Call Procedure	3/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00429988	3/25/2014	VI Complaint - Call Procedure	3/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430222	3/26/2014	VI Complaint - Professional Skills	3/26/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430238	3/26/2014	VI Complaint - Professional Skills	3/26/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00430298	3/26/2014	VI Complaint - Professional Skills	3/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430124	3/26/2014	VI Complaint - Interpreter Skills	3/26/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430394	3/27/2014	VI Complaint - Professional Skills	3/28/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430408	3/27/2014	VI Complaint - Professional Skills	3/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430527	3/27/2014	VI Complaint - Professional Skills	3/28/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430430	3/27/2014	VI Complaint - Call Procedure	3/28/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430786	3/28/2014	VI Complaint - Professional Skills	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430635	3/28/2014	VI Complaint - Interpreter Skills	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430804	3/28/2014	VI Complaint - Interpreter Skills	3/31/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430933	3/29/2014	VI Complaint - Professional Skills	3/31/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430939	3/29/2014	VI Complaint - Professional Skills	3/31/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430904	3/29/2014	VI Complaint - Interpreter Skills	3/31/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00430906	3/29/2014	VI Complaint - Interpreter Skills	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431143	3/31/2014	VI Complaint - Professional Skills	4/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431218	3/31/2014	VI Complaint - Call Procedure	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431575	4/1/2014	VI Complaint - Professional Skills	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431285	4/1/2014	VI Complaint - Professional Skills	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00431657	4/1/2014	VI Complaint - Interpreter Skills	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431676	4/1/2014	VI Complaint - Interpreter Skills	4/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431842	4/2/2014	VI Complaint - Professional Skills	4/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431873	4/2/2014	VI Complaint - Professional Skills	4/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431874	4/2/2014	VI Complaint - Call Procedure	4/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00431960	4/2/2014	VI Complaint - Interpreter Skills	4/8/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432097	4/3/2014	VI Complaint - Call Procedure	4/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432323	4/4/2014	VI Complaint - Professional Skills	4/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432327	4/4/2014	VI Complaint - Professional Skills	4/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432315	4/4/2014	VI Complaint - Call Procedure	4/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432356	4/4/2014	VI Complaint - Interpreter Skills	4/4/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432657	4/7/2014	VI Complaint - Professional Skills	4/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432697	4/7/2014	VI Complaint - Professional Skills	4/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432815	4/7/2014	VI Complaint - Call Procedure	4/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432887	4/7/2014	VI Complaint - Call Procedure	4/8/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432914	4/7/2014	VI Complaint - Call Procedure	4/8/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432648	4/7/2014	VI Complaint - Interpreter Skills	4/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00432658	4/7/2014	VI Complaint - Interpreter Skills	4/7/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00432755	4/7/2014	VI Complaint - Interpreter Skills	4/8/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433158	4/8/2014	VI Complaint - Professional Skills	4/8/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433400	4/9/2014	VI Complaint - Professional Skills	4/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433452	4/9/2014	VI Complaint - Call Procedure	4/9/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433294	4/9/2014	VI Complaint - Interpreter Skills	4/11/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433602	4/10/2014	VI Complaint - Professional Skills	4/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433680	4/10/2014	VI Complaint - Professional Skills	4/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433593	4/10/2014	VI Complaint - Call Procedure	4/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00433608	4/10/2014	VI Complaint - Call Procedure	4/10/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436653	4/10/2014	VI Complaint - Interpreter Skills	4/11/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00434017	4/11/2014	VI Complaint - Interpreter Skills	4/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00434441	4/14/2014	VI Complaint - Call Procedure	4/15/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00434486	4/14/2014	VI Complaint - Call Procedure	4/17/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00434817	4/15/2014	VI Complaint - Professional Skills	4/15/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00434880	4/15/2014	VI Complaint - Professional Skills	4/15/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435128	4/16/2014	VI Complaint - Call Procedure	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00435198	4/16/2014	VI Complaint - Interpreter Skills	4/17/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435342	4/17/2014	VI Complaint - Professional Skills	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435634	4/17/2014	VI Complaint - Professional Skills	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435697	4/17/2014	VI Complaint - Professional Skills	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435343	4/17/2014	VI Complaint - Call Procedure	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435800	4/18/2014	VI Complaint - Professional Skills	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435925	4/18/2014	VI Complaint - Professional Skills	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00435868	4/18/2014	VI Complaint - Call Procedure	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436012	4/19/2014	VI Complaint - Call Procedure	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436014	4/19/2014	VI Complaint - Call Procedure	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436047	4/19/2014	VI Complaint - Call Procedure	4/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436211	4/21/2014	VI Complaint - Call Procedure	4/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436466	4/22/2014	VI Complaint - Professional Skills	4/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436440	4/22/2014	VI Complaint - Interpreter Skills	4/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436463	4/22/2014	VI Complaint - Interpreter Skills	4/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436814	4/23/2014	VI Complaint - Professional Skills	4/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436838	4/23/2014	VI Complaint - Call Procedure	4/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00437067	4/23/2014	VI Complaint - Interpreter Skills	4/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00436834	4/23/2014	VI Complaint - Interpreter Skills	4/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437128	4/23/2014	VI Complaint - Interpreter Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437194	4/24/2014	VI Complaint - Professional Skills	4/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437384	4/24/2014	VI Complaint - Professional Skills	4/25/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437463	4/25/2014	VI Complaint - Professional Skills	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437495	4/25/2014	VI Complaint - Professional Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437580	4/25/2014	VI Complaint - Professional Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437470	4/25/2014	VI Complaint - Interpreter Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00437842	4/26/2014	VI Complaint - Interpreter Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438158	4/28/2014	VI Complaint - Interpreter Skills	4/28/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438274	4/29/2014	VI Complaint - Professional Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438357	4/29/2014	VI Complaint - Professional Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438454	4/29/2014	VI Complaint - Professional Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438322	4/29/2014	VI Complaint - Call Procedure	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438417	4/29/2014	VI Complaint - Call Procedure	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438436	4/29/2014	VI Complaint - Interpreter Skills	4/29/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00438741	4/30/2014	VI Complaint - Professional Skills	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438843	4/30/2014	VI Complaint - Professional Skills	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438841	4/30/2014	VI Complaint - Professional Skills	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438890	4/30/2014	VI Complaint - Professional Skills	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438903	4/30/2014	VI Complaint - Professional Skills	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438918	4/30/2014	VI Complaint - Professional Skills	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00438987	4/30/2014	VI Complaint - Call Procedure	5/1/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439192	5/1/2014	VI Complaint - Professional Skills	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439352	5/2/2014	VI Complaint - Professional Skills	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439355	5/2/2014	VI Complaint - Professional Skills	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439357	5/2/2014	VI Complaint - Professional Skills	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439470	5/2/2014	VI Complaint - Professional Skills	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439354	5/2/2014	VI Complaint - Call Procedure	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439410	5/2/2014	VI Complaint - Call Procedure	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439411	5/2/2014	VI Complaint - Interpreter Skills	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439412	5/2/2014	VI Complaint - Interpreter Skills	5/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439749	5/5/2014	VI Complaint - Call Procedure	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00439780	5/5/2014	VI Complaint - Call Procedure	5/5/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439803	5/5/2014	VI Complaint - Call Procedure	5/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00439877	5/5/2014	VI Complaint - Interpreter Skills	5/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440208	5/6/2014	VI Complaint - Professional Skills	5/6/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440397	5/6/2014	VI Complaint - Interpreter Skills	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440467	5/7/2014	VI Complaint - Professional Skills	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440571	5/7/2014	VI Complaint - Professional Skills	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440492	5/7/2014	VI Complaint - Call Procedure	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440609	5/7/2014	VI Complaint - Call Procedure	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440494	5/7/2014	VI Complaint - Interpreter Skills	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441024	5/8/2014	VI Complaint - Professional Skills	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440953	5/8/2014	VI Complaint - Interpreter Skills	5/8/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00440980	5/8/2014	VI Complaint - Interpreter Skills	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441070	5/8/2014	VI Complaint - Interpreter Skills	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441119	5/9/2014	VI Complaint - Professional Skills	5/12/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441224	5/9/2014	VI Complaint - Professional Skills	5/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441230	5/9/2014	VI Complaint - Call Procedure	5/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00441250	5/9/2014	VI Complaint - Interpreter Skills	5/13/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441747	5/12/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441859	5/13/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442112	5/13/2014	VI Complaint - Professional Skills	5/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442242	5/13/2014	VI Complaint - Professional Skills	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00441910	5/13/2014	VI Complaint - Call Procedure	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442053	5/13/2014	VI Complaint - Interpreter Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442016	5/13/2014	Service Complaint - VRS Hold Time	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review.
00442587	5/14/2014	VI Complaint - Professional Skills	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442673	5/14/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442684	5/14/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442612	5/14/2014	VI Complaint - Call Procedure	5/14/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442795	5/15/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442889	5/15/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442905	5/15/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443028	5/15/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442838	5/15/2014	VI Complaint - Call Procedure	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00442917	5/15/2014	VI Complaint - Call Procedure	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00442806	5/15/2014	Service Complaint - VRS Hold Time	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review.
00443246	5/16/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443080	5/16/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443192	5/16/2014	VI Complaint - Professional Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443163	5/16/2014	VI Complaint - Interpreter Skills	5/16/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443829	5/19/2014	VI Complaint - Professional Skills	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443449	5/19/2014	VI Complaint - Call Procedure	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443546	5/19/2014	VI Complaint - Call Procedure	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443553	5/19/2014	VI Complaint - Call Procedure	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443555	5/19/2014	VI Complaint - Call Procedure	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443812	5/19/2014	VI Complaint - Call Procedure	5/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443530	5/19/2014	VI Complaint - Interpreter Skills	5/19/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00443975	5/20/2014	VI Complaint - Call Procedure	5/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00444084	5/20/2014	VI Complaint - Interpreter Skills	5/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00444097	5/20/2014	VI Complaint - Interpreter Skills	5/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00444098	5/20/2014	VI Complaint - Interpreter Skills	5/21/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00444365	5/21/2014	VI Complaint - Professional Skills	6/3/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00444574	5/21/2014	VI Complaint - Professional Skills	5/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00444649	5/22/2014	VI Complaint - Professional Skills	5/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445064	5/23/2014	VI Complaint - Professional Skills	6/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00444939	5/23/2014	VI Complaint - Call Procedure	5/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445034	5/23/2014	VI Complaint - Call Procedure	5/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445166	5/23/2014	VI Complaint - Call Procedure	5/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00444966	5/23/2014	VI Complaint - Interpreter Skills	5/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445011	5/23/2014	VI Complaint - Interpreter Skills	5/23/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445312	5/27/2014	VI Complaint - Professional Skills	5/27/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445579	5/27/2014	VI Complaint - Interpreter Skills	5/28/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445812	5/28/2014	VI Complaint - Professional Skills	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446017	5/28/2014	VI Complaint - Professional Skills	6/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446093	5/28/2014	VI Complaint - Professional Skills	6/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00445965	5/28/2014	VI Complaint - Interpreter Skills	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446321	5/29/2014	VI Complaint - Professional Skills	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446405	5/29/2014	VI Complaint - Professional Skills	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.

00446118	5/29/2014	VI Complaint - Interpreter Skills	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446151	5/29/2014	VI Complaint - Interpreter Skills	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446375	5/29/2014	VI Complaint - Interpreter Skills	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446478	5/30/2014	VI Complaint - Call Procedure	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446539	5/30/2014	VI Complaint - Call Procedure	5/30/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446808	5/31/2014	VI Complaint - Interpreter Skills	6/2/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.
00446807	5/31/2014	VI Complaint - Interpreter Skills	5/31/2014	Complaint documented, acknowledged, and sent to Ops for review and VI feedback.



**FCC Summary Log
For
IP-CTS Relay Service
June 1, 2013 to May 31, 2014**

Number of Complaints received from June 1, 2013 to May 31, 2014

June '13	July '13	Aug '13	Sept '13	Oct '13	Nov '13	Dec '13	Jan '14	Feb '14	Mar '14	Apr '14	May '14
1	1	5	0	2	1	1	0	2	3	0	1

The total Number of Complaints for this reporting period was 17. Complaints are followed up and resolved in a timely manner. Summary log follows.

Tracking Number	Date Received	Category	Sub-Category	Description of Inquiry	Date of Solution	Description of Solution
00004137	6/28/2013	Complaint	Caption Accuracy	Customer did not receive complete captions, some words were omitted	6/28/2013	This was a very new agent. Agent received additional training.
00004168	7/4/2013	Complaint	Caption Accuracy	Agent accuracy poor when customer called someone with heavy accent	7/8/2013	Agent received additional practice with various voice accents
00004538	8/1/2013	Complaint	Caption Accuracy	Dissatisfied with accuracy on call	8/1/2013	Management notified and agent coached.
00004552	8/4/2013	Complaint	Answer Speed	Temporary network outage caused call failure	8/4/2013	Network repaired.
00004559	8/5/2013	Complaint	Call Failure	Call failed mid-call due to technical difficulties	8/5/2013	Agent station rebooted.
00004686	8/20/2013	Complaint	General complaint about accuracy	No specific CA number supplied	8/20/2013	Reviewed training process with customer. Forwarded complaint to management.
00004725	8/23/2013	Complaint	Answer Speed	Customer unhappy with answer speed on call	8/23/2013	Management notified. High volume spike occurred during the time of call.

Tracking Number	Date Received	Category	Sub-Category	Description of Inquiry	Date of Solution	Description of Solution
00005079	10/8/2013	Complaint	Caption Accuracy	Customer complained that technical terms are sometimes incorrect on her business calls	10/8/2013	Care offered customer to send list of industry terms and acronyms and we will train all agents on the vocabulary.
00005092	10/9/2013	Complaint	Accuracy	Customer complained about incomplete captions; numbers missing. No specific CA numbers.	10/9/2013	Forwarded to Management for additional QA on numbers
00005289	11/21/2013	Complaint	Accuracy	Customer complained of some inaccuracies on call, agent omitted sections	12/2/2013	Agent given additional training.
00005332	12/4/2013	Complaint	Answer Speed	Delays in calls answered	12/4/2013	Sent to management for review of staffing on Sundays.
00005672	2/7/2014	Complaint	Incomplete Captions	CA did not caption entire conversation	2/7/2014	Sent to management for CA coaching.
00005763	2/12/2014	Complaint	Caption Accuracy	General complaint re: accuracy. No agent number provided.	2/12/2014	Sent to management for performance review.
00005928	3/3/2014	Complaint	Incomplete Captions	CA did not caption entire conversation	3/3/2014	Sent to Management for CA coaching.
00005952	3/7/2014	Complaint	CA Rude and inappropriate	CA added rude comments to conversation	3/13/2014	CA was removed from account.
00006007	3/18/2014	Complaint	CA Accuracy	CA accuracy was poor	4/1/2014	Sent to Management for CA coaching.
00006326	5/15/2014	Complaint	CA Accuracy	Customer complained re: accuracy	5/15/2014	Sent to Management for CA coaching.



**FCC Summary Log
For
IP-Relay Service
June 1, 2013 to May 31, 2014**

Number of Complaints received from June 1, 2013 to May 31, 2014

June '13	July '13	Aug '13	Sept '13	Oct '13	Nov '13	Dec '13	Jan '14	Feb '14	Mar '14	Apr '14	May '14
3	4	14	13	2	3	2	4	3	7	2	8

The total Number of Complaints for this reporting period was 65. Complaints are followed up and resolved in a timely manner. Summary log follows.

Tracking Number	Category Item	Opened Date	Description	Closed Date	Explanation of Resolution
349204	Text CA Complaint	6/12/2013	Customer complained that CA did not type properly.	7/5/2013	Customer Care documented case and forwarded to operations for additional follow-up.
349226	Text CA Complaint	6/12/2013	Customer complained that CA stopped responding in the middle of the call.	9/24/2013	Responded with apology to customer.
350942	Text CA Complaint	6/17/2013	Customer complained of CA poor performance.	9/6/2013	Forwarded to Operations for additional follow-up.
359463	Text CA Complaint	7/10/2013	Customer complaint that CA typed too slow.	7/17/2013	Forwarded to Operations for additional follow-up.
361726	Text CA Complaint	7/16/2013	Customer complained that CA typed slowly and inconsistent.	7/31/2013	Operations reviewed report and informed Development team of technical issue.
361785	Text CA Complaint	7/24/2013	Operator typed disconnected but it wasn't disconnected at all.	07/31/2013	Forwarded to Operations for additional follow-up.
364794	Text CA Complaint	7/24/2013	Customer wasn't clear whether to respond or not as operator did not use "GA".	07/31/2013	Forwarded to Operations for additional follow-up.
367928	Text CA Complaint	8/1/2013	Operator did not type anything after saying "caller talked too fast".	8/1/2013	Customer emailed to ops directly, ops forwarded to operation for follow up.
368432	Text CA Complaint	8/2/2013	Operator did not follow instruction.	8/6/2013	Customer Care documented case and forwarded to operations for additional follow-up.
369555	Service Complaint - Queue time.	8/6/2013	Customer complained that hold time was too long.	10/28/2013	Customer Care documented case and forwarded to operations for additional follow-up.
369583	Text CA Complaint	8/6/2013	Operator typed slowly. Long delay in response time.	10/25/2013	Customer Care documented case and forwarded to operations for additional follow-up.

369631	Text CA Complaint	8/6/2013	Operator typed slowly.	10/25/2013	Customer Care documented case and forwarded to operations for additional follow-up.
372600	Text CA Complaint	8/14/2013	Operator not responding to customer's request.	8/16/2013	Customer Care documented case and forwarded to operations for additional follow-up.
373702	Text CA Complaint	8/16/2013	Operator not responding to customer's request.	8/16/2013	Customer Care documented case and forwarded to operations for additional follow-up.
376895	Text CA Complaint	8/26/2013	Customer complaint that CA did not use "GA".	8/28/2013	Customer Care documented case and forwarded to operations for additional follow-up.
376899	Text CA Complaint	8/26/2013	Customer complaint that CA did not answer their questions.	8/28/2013	Customer Care documented case and forwarded to operations for additional follow-up.
377045	Text CA Complaint	8/26/2013	Customer complaint that Operator did not follow instruction.	9/5/2013	Customer Care documented case and forwarded to operations for additional follow-up.
377813	Text CA Complaint	8/28/2013	Customer complaint that Operator did not follow instruction.	9/5/2013	Customer Care documented case and forwarded to operations for additional follow-up.
377818	Text CA Complaint	8/28/2013	Customer complaint that Operator did not follow instruction.	9/5/2013	Customer Care documented case and forwarded to operations for additional follow-up.
377891	Text CA Complaint	8/28/2013	Customer complaint that CA did not follow instructions.	9/5/2013	Customer Care documented case and forwarded to operations for additional follow-up.
377903	Text CA Complaint	8/28/2013	Operator hung up after one minute of inactivity.	9/5/2013	Customer Care documented case and forwarded to operations for additional follow-up.
379684	Text CA Complaint	9/4/2013	Customer complaint that Operator hung up on him immediately.	11/15/2013	Customer Care documented case and forwarded to operations for additional follow-up.
380042	Text CA Complaint	9/5/2013	Customer complaint that Operator is not responding.	11/7/2013	Customer Care documented case and forwarded to operations for additional follow-up.

381469	Text CA Complaint	9/11/2013	Customer complaint that Operator did not leave a message.	9/13/2013	Customer Care documented case and forward to operations for additional follow-up
382240	Text CA Complaint	9/13/2013	Customer complaint that Operator did not respond to their questions.	11/16/2013	Customer Care documented case and forward to operations for additional follow-up
383401	Text CA Complaint	9/18/2013	Customer complaint that Operator was rude and will not transfer to another Operator.	10/14/2013	Customer Care documented case and forward to operations for additional follow-up
383996	Text CA Complaint	9/20/2013	Customer complaint that Operator is not translating the conversation efficiently.	9/20/2013	Customer Care documented case and forward to operations for additional follow-up
384040	Text CA Complaint	9/20/2013	Customer complaint that Operator is not responding to his questions.	9/24/2013	Customer Care documented case and forward to operations for additional follow-up
384179	Text CA Complaint	9/21/2013	Customer complaint that Operator did not follow request to redial.	10/2/2013	Customer Care documented case and forward to operations for additional follow-up
385773	Text CA Complaint	9/27/2013	Customer complaint that Operator did not follow instruction.	11/21/2013	Customer Care documented case and forward to operations for additional follow-up
386098	Text CA Complaint	9/27/2013	Customer complaint that Operator hung up within 5 seconds.	10/30/2013	Customer Care documented case and forward to operations for additional follow-up
386241	Text CA Complaint	9/29/2013	Customer complaint that Operator is not responding.	10/2/2013	Customer Care documented case and forward to operations for additional follow-up
386265	Text CA Complaint	9/30/2013	Customer complaint that Operator was very rude and impatient.	10/1/2013	Customer Care documented case and forward to operations for additional follow-up
386423	Text CA Complaint	9/30/2013	Customer complaint that there was no response from operator after sharing information.	10/30/2013	Customer Care documented case and forward to operations for additional follow-up
386804	Text CA Complaint	10/1/2013	Customer complaint that the Operator stopped responding.	10/4/2013	Customer Care documented case and forward to operations for additional follow-up
392923	Text CA Complaint	10/19/2013	Customer complaint that Operator will type "welcome to IP Relay" in the middle of the call.	10/19/2013	Customer Care documented case and forward to operations for additional follow-up
396194	Text CA Complaint	11/4/2013	Customer complaint that Operator did not follow special instruction.	11/15/2013	Customer Care documented case and forward to operations for additional follow-up
396232	Text CA Complaint	11/4/2013	Customer complaint that Operator did leave a message.	11/15/2013	Customer Care documented case and forward to operations for additional follow-up

399477	Text CA Complaint	11/13/2013	Customer complaint that Operator was being rude while in call.	11/15/2013	Customer Care documented case and forward to operations for additional follow-up.
407242	Text CA Complaint	12/13/2013	Customer complaint that Operator did not follow instruction.	12/23/2013	Customer Care documented case and forward to operations for additional follow-up.
408482	Text CA Complaint	12/18/2013	Customer complaint that Operator hung up before they can say bye.	12/20/2013	Customer Care documented case and forward to operations for additional follow-up.
410644	Text CA Complaint	1/4/2014	Waited in Queue for too long and operator did not typed "GA".	1/14/2014	Customer Care documented case and forward to operations for additional follow-up.
410815	Text CA Complaint	1/6/2014	Operator hung up while in call due to no response.	1/14/2014	Customer Care documented case and forward to operations for additional follow-up.
411519	Text CA Complaint	1/8/2014	Operator did not follow instruction.	1/12/2014	Customer Care documented case and forward to operations for additional follow-up.
415438	Text CA Complaint	1/24/2014	Customer complaint that operator did not use "GA" and got hung up due to no response	2/3/2014	Customer Care documented case and forward to operations for additional follow-up.
416659	Text CA Complaint	2/1/2014	Operator hung up while in call.	2/6/2014	Customer Care documented case and forward to operations for additional follow-up.
421273	Text CA Complaint	2/21/2014	Operator was rude and Operator did not know how to listen or type.	3/2/2014	Customer Care documented case and forward to operations for additional follow-up.
421540	Text CA Complaint	2/23/2014	Operator refused to give Obamacare site their ID # and disconnected the call.	3/6/2014	This call happened during an outage. The caller would see that as the CA not responding.
424993	Text CA Complaint	3/13/2014	Operator was typing slow and keep asking hearing person to repeat	3/6/2014	Customer Care documented case and forward to operations for additional follow-up.
427006	Text CA Complaint	3/13/2014	Operator was rude and not follow instruction	3/25/2014	Customer Care documented case and forward to operations for additional follow-up.
427116	Text CA Complaint	3/13/2014	Operator did not follow instruction.	3/25/2014	Customer Care documented case and forward to operations for additional follow-up.
428860	Text CA Complaint	3/20/2014	Operator did not follow instruction.	4/4/2014	Customer Care documented case and forward to operations for additional follow-up.
429466	Text CA Complaint	3/23/2014	Operator did not follow instruction.	4/4/2014	Customer Care documented case and forward to operations for additional follow-up.

429859	Text CA Complaint	3/25/2014	Operator did not speak very clearly.	4/3/2014	Customer Care documented case and forward to operations for additional follow-up.
431038	Text CA Complaint	3/31/2014	Call got disconnected without the operator typing "GA".	4/4/2014	Customer Care documented case and forward to operations for additional follow-up.
432038	Text CA Complaint	4/2/2014	Cal got disconnected after a few seconds delay.	4/9/2014	Customer Care documented case and forward to operations for additional follow-up.
435081	Text CA Complaint	4/16/2014	Operator was not professional.	4/29/2014	Customer Care documented case and forward to operations for additional follow-up.
439839	Text CA Complaint	5/5/2014	Operator failed to follow instruction.	5/5/2014	Customer Care documented case and forward to operations for additional follow-up.
441494	Text CA Complaint	5/11/2014	The conversation between operator and customer was unacceptable and that operator needs training.	6/2/2014	Customer Care documented case and forward to operation for additional follow-up.
441561	Text CA Complaint	5/12/2014	Operator did not follow instruction.	5/12/2014	Customer Care documented case and forward to operation for additional follow-up.
444049	Text CA Complaint	5/20/2014	Operator did not follow instruction.	5/20/2014	Customer Care documented case and forward to operation for additional follow-up.
444088	Text CA Complaint	5/20/2014	Operator did not follow instruction.	5/20/2014	Customer Care documented case and forward to operation for additional follow-up.
444387	Text CA Complaint	5/21/2014	Operator was ineffective, asking hearing caller to slow down.	6/4/2014	Customer Care documented case and forward to operation for additional follow-up.
444527	Text CA Complaint	5/21/2014	Operator did not follow instruction.	5/21/2014	Customer Care documented case and forward to operation for additional follow-up.
446814	Text CA Complaint	5/31/2014	Operator does not understand a certain word over automated system.	6/19/2014	Customer Care documented case and forward to operation for additional follow-up.